



Job Posting – Bilingual Customer Service Representative

Acushnet Canada Inc., home to the leading brands in golf – Titleist and FootJoy – has an exciting full-time opportunity for a Bilingual Customer Service Representative (French/English).

Job Summary:

Responsible for front line communication with our customers and consumers regarding all product, program and availability information. Assist Customer Service Manager and Supervisor with various departmental projects.

Duties and Responsibilities:

- Assist customers and sales representatives by entering/editing orders and advising on sales programs.
- Administer sales programs by consistently applying proper terms to each order.
- Answer customer/consumer inquiries about product and availability.
- Analyze incoming inquiries and formulate a plan to resolve each in a timely manner.
- Analyze current processes/procedures and identify/implement ways to improve.
- Assist in training and development of new members of the Customer Service team.
- Attend meetings with Customer Service Manager and Supervisor to discuss departmental initiatives and activities.
- Assist with the monitoring of phone coverage.

Qualifications:

- Fluency in written and spoken French and English is required.
- College Diploma in a related field, or equivalent experience.
- Minimum one year of Customer Service experience.
- Excellent interpersonal and communication skills.
- Proficient with a PC; Microsoft Office experience an asset.
- Must be able to sit for long periods and use a telephone.
- Golf industry knowledge and experience an asset.

Acushnet Canada Inc. welcomes applications from persons with disabilities. Accommodations are available upon request for candidates taking part in the selection process.

This role has the potential for a remote work arrangement. Interested applicants are asked to send a cover letter and resume to Diane.Rundle@acushnetgolf.com by June 11, 2021. We thank all applicants for their interest, however only those candidates selected for an interview will be contacted.